SOPHIA BROWN

Clinical Support Associate

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PROFESSIONAL SUMMARY

Enthusiastic Clinical Support Associate with 2 years of experience in providing compassionate care and support in healthcare environments. Adept at performing clinical tasks, assisting with patient assessments, and collaborating with multidisciplinary teams to enhance overall patient well-being. Driven to contribute positively to patient experiences and promote effective communication among healthcare professionals.

WORK EXPERIENCE

Clinical Support Associate

Mar / 2024-Ongoing

Pineapple Enterprises

耳 Santa Monica, CA

- 1. Conducted telephonic assessments and provided supportive counseling and case management for an average of 10 clients daily.
- 2. Explored diverse topics with clients, including mental health issues, relationship challenges, and substance abuse.
- 3. Facilitated face-to-face counseling sessions to address mood, relationship, and workplace concerns.
- 4. Managed a caseload of 10 to 12 clients mandated for treatment due to behavioral issues.
- 5. Monitored client progress weekly, ensuring adherence to treatment plans over a one-year period.
- 6. Served as an on-call counselor, providing after-hours support for urgent clinical needs.
- 7. Conducted crisis intakes and facilitated trauma services for employers during emergencies.

Clinical Associate

mar / 2023-Mar / 2024

耳 Denver, CO

Summit Peak Industries

- 1. Ensured safe transportation of patients to and from various imaging modalities.
- 2. Maintained department spaces and equipment to uphold safety and cleanliness standards.
- 3. Assisted technologists with patient positioning for accurate imaging procedures.
- 4. Prepared and maintained MRI and CAT scan rooms for patient use.
- 5. Coordinated with nursing staff to ensure safe transport and care of patients.
- 6. Monitored patients during transport, reporting any changes in condition to medical staff.

EDUCATION

Associate of Applied Science in Nursing

mar / 2022-Mar / 2023

♣ Phoenix, AZ

Springfield Community College

Focused on patient care, nursing protocols, and healthcare ethics.

SKILLS

Medical Documentation

Collaborative Care

Phlebotomy Skills

Patient Education

ACHIEVEMENTS

Implemented a new patient tracking system that improved appointment adherence by 20%.

Reduced patient wait times by streamlining transport processes, enhancing overall patient satisfaction.

Received commendation for exceptional patient care and support during high-traffic periods.